

**January 11, 2007**

**Important Notice to all Indiana Pre-Licensing  
Education Providers and Applicants**

The Indiana Department of Insurance has completed the transition to Performance Assessment Network (PAN). Thomson-Prometric is no longer the provider for insurance examination services. The following information, taken from the Indiana Department of Insurance web site, should be provided to students seeking resident insurance licenses, and license administrators, trainers, etc.,

<b>Indiana Department of Insurance Licensing Examination</b>
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**I. Preparing For a License:**

The following are the steps needed for preparing for an Indiana insurance exam with PAN:

**Step 1: Read the Content Outline as a basis of study**

Click on

**[http://www.in.gov/idoi/license\\_prep/study\\_materials.html](http://www.in.gov/idoi/license_prep/study_materials.html)**

**Step 2: Complete the Pre-licensing Education requirements**

Click on the following to find the approved providers

**<https://www.sircon.com>**

**Step 3: Obtain a Certificate of Completion from the provider.**

## **II. Registering and Scheduling an Examination:**

The following are the steps needed to register and schedule your Indiana Department of Insurance licensing exam.

### **Step 1: IDOI Testing Website**

Click on the following for the IDOI testing website:

<https://idoi.vitapowered.com/login.screen>

### **Step 2: Register for Account**

Create an account by clicking on the "Applicant Registration" link. Complete the registration form and click the continue button.

*\*Note: You must know your login ID and password when you arrive at the test center to take the exam.*

### **Step 3: Login**

Login to <https://idoi.vitapowered.com/login.screen> using the login ID and password created during the registration process.

### **Step 4: Select Assessment**

Select the licensing exam that matches your course certificate or waiver.

*\*Note: You must have your course certificate or waiver with you when you arrive at the test center to take the exam.*

### **Step 4: Take Practice Assessment**

The practice assessment is a demo of the test system. The practice assessment does not contain actual exam content and is not scored. This step is simply to familiarize you with the testing system.

### **Step 5: Pay for Assessment**

Enter your credit/debit card information. You may use Visa, MasterCard, or American Express to pay for your assessment.

### **Step 6: Schedule for Assessment**

Select a date/time for the testing center of your choice. The testing centers closest to the address you entered during registration will be displayed. You may opt to see testing centers near a different zip code by entering that zip code at the bottom of the screen or you can see additional dates/times by clicking on the “More Times” link. If there are no available seats at the center of your choice, you may submit a Seat Request email.

Once your appointment has been scheduled, you will receive an email notification with the details of your appointment and instructions of what to bring.

### **Step 7: Take Assessment**

Please arrive at the test center 10 minutes prior to your appointment. You will need the following information:

- ◆ Login ID and Password
- ◆ Course Certificate or Waiver
- ◆ Federal or State ID

Should you need any assistance, please email

**[IDOI\\_Support@panpowered.com](mailto:IDOI_Support@panpowered.com)** or call Technical Support at **877-449-8378**.

## Frequently Asked Questions

### **WHEN WILL I GET MY RESULTS?**

After you have completed your assessment, the proctor will print your results.

### **WHO DO I CONTACT IF I AM UNABLE TO SCHEDULE OR LOG ONTO THE SCHEDULING WEBSITE?**

Should you need any assistance, please email [IDOI\\_Support@panpowered.com](mailto:IDOI_Support@panpowered.com) or call Technical Support at 877-449-8378.

### **WHAT IF I ARRIVE WITHOUT MY COURSE CERTIFICATE OR WAIVER?**

You will not be permitted to test if you arrive without your course certificate or waiver, login ID and password, or federal or state ID. You will be required to pay again and schedule a new appointment.

### **CAN I PAY WITH CASH OR CHECK?**

No, only credit or debit cards are accepted.

### **WHAT IF I NEED TO RESCHEDULE MY APPOINTMENT?**

If you need to reschedule your appointment, you will need to do so immediately by logging in at <https://idoi.vitapowered.com/login.screen>. You will not be permitted to reschedule your appointment via the scheduling website within 24 hours of your appointment. If you are within 24 hours of your scheduled appointment and are unable to attend, you must call 877-449-8378; however, you will have to pay the full exam amount again in order to reschedule.

### **I AM UNABLE TO TAKE THE PRACTICE ASSESSMENT. WHAT CAN I DO?**

Please email [IDOI\\_Support@panpowered.com](mailto:IDOI_Support@panpowered.com) or call Technical Support at 877-449-8378.

### **DOES THE PRACTICE ASSESSMENT AFFECT MY SCORE OR MY ABILITY TO SCHEDULE?**

No, the practice assessment does not affect your score or your ability to schedule your appointment. This assessment is provided to familiarize you with the testing system. The practice assessment does not contain any actual content and is not scored.

### **CAN I SCHEDULE MY ASSESSMENT PRIOR TO PAYING?**

No, you must pay before you can schedule your appointment.

### **WHAT IF I FORGET MY PASSWORD?**

If you forget your password, click on the “Forget your Password?” link on the login screen. You will need to enter your login ID, select your secret word hint, and enter your secret word. If your secret word hint and secret word match the information you entered during registration, a new password will be emailed to you.

### **HOW DO I GET A REFUND?**

There are no refunds. You will need to be sure to select the correct assessment, bring the proper identification, login information (login ID and password), and forms with you to the test center. If you arrive more than 30 minutes late or do not come with the proper information, you will have to pay again and reschedule.

### **HOW DO I TAKE THE EXAM AGAIN?**

If you were unsuccessful in your exam attempt, you may re-register by logging back into your online account at <https://idoi.vitapowered.com/login.screen>. Another exam registration fee is required for each attempt. There are no limits to the number of retakes, so long as the process is completed within six months of completing the education requirement.

**I AM TAKING AN EXAM THAT DOES NOT REQUIRE A PRE-LICENSING COURSE SO WHAT CERTIFICATE OR FORM DO I NEED TO BRING TO THE TEST CENTER?**

The following is a listing of the certificates/forms needed for each exam:

<b>Exam</b>	<b>Required Form</b>
Life	Pre-licensing Course Certificate
Health	Pre-licensing Course Certificate
Life and Health	Pre-licensing Course Certificate
Property & Casualty	Pre-licensing Course Certificate
Personal Lines	Pre-licensing Course Certificate
Laws and Regulations - Life	Waiver
Laws and Regulations - Property & Casualty	Waiver
Laws and Regulations - Health	Waiver
Laws and Regulations - Life and Health	Waiver
Bail Agent & Recovery Agent	Certificate of Eligibility
Public Adjuster	Certificate of Eligibility
Surplus Lines	Property & Casualty License